



Spotlight 29 Casino



Job Title: Server Assistant
Department: Food & Beverage
Job Type: Full Time
Status: Non-Exempt
Education: High school diploma or equivalent preferred but not required
Summary:

Facilitates food service by performing the following duties which does not include any cash handling responsibilities...
Assist servers in clearing all dishes from the table after customers are through eating, continually providing them with a clean and neat eating area and re-setting tables after customer's departure.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide outstanding customer service to guests and all other employees by exceeding our mission statement to be the premier entertainment experience in the Coachella Valley.
- Learn and focus on the 5 Core Values and the S.T.A.R.S! Steps of Service.
- Maintain a positive and cooperative attitude
- Knowledgeable of chemical use, storage and safe handling procedures.
- Full knowledge of all food and beverage offerings.
- Ensure that all areas are kept clean and free of any potential hazards.
- Review any changes to menu and/or specials
- Greet guests with a positive friendly attitude
- Bus tables as necessary
- Prepare and/or delivers guest's beverage order
- Attend to guest during their entire dining experience, and all their needs
- Maintain cleanliness and organization of restaurant and work stations
- Complete all required side work
- Follow all Spotlight 29 Casino and departmental safety policies and procedures.
- Maintain appearance standards as outlined in departmental and Spotlight 29 Casino policies.
- Provide information and explain Players Club 29 benefits, property amenities and marketing promotions.
- Provide courteous service and be cordial to all Team Members and Guests
- Effectively communicate orally and in writing
- Responsible for maintaining a consistent, regular attendance record
- Other duties as directed by Management and Supervisors.
- Carry dirty dishes from dining room to kitchen.

SUPERVISORY RESPONSIBILITIES:

This job requires no supervisory responsibilities.

REQUIREMENTS:

- Must pass pre-employment and periodic random drug screens
- Must pass pre-employment physical
- Must be able to pass background suitability investigation
- Must be at least 18 years of age
- Must obtain a current RAAP Servers Card
- Must obtain a current Food Workers Certificate
- Excellent oral communications skills
- Excellent hygiene habits

- Must possess reasonable ability to communicate in English
- Must work well under pressure
- Must be able to stand for longer than 8 hours
- Must obtain a Tribal Gaming License
- Must provide proof of eligibility to work in the United States within 72 hours of employment

WORK ENVIRONMENT:

- The Casino is open 24 hours per day, seven (7) days per week; therefore, you must be flexible to work any and all shifts. (Must be able to work all shifts, weekends, holidays & special events as needed)
- The Casino is a gaming facility.
- The Casino is not a smoke-free environment.
- While performing the duties of this job, the employee is occasionally exposed to extreme cold (air conditioning). The noise level in the work environment is usually loud.
- Be aware that surveillance cameras and audio equipment monitor the premises recording activity throughout the facility on a 24-hour, 7-day per week basis.